

Subject: READ: CPI Tag change for bans

Date: Thursday, July 13, 2017 at 4:14:40 PM Pacific Daylight Time

From: Ross, Katie

To: #DI GX GSR

CC: #DI GE Management and Team Leads, #DI GX Tech Writers, #DCPI GX Product Services

Hi all,

In looking at reports there was a high number of tickets that were ban related that were marked as "general/other" that should have been either "Request ban details" (why was I/my child banned, what was said, when will the ban be released etc) OR "Release Ban" (e.g. I know why there is a ban, but can you release it OR partnering with a parent and forgiving a permanent ban).

If you have any questions, or see any macros using "general/other" as a tagging feature please let me know!

Thanks all!

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